

CSC Adopted: September, 2001 ,  
 CSC Revised: February, 2002  
 CSC Revised: September, 2003

## Class Title: Operations Officer

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Provides assistance to Police staff as directed and relieves Police Officers of many non-enforcement duties. Performs administrative or office duties of a routine nature or as directed by a higher authority; ensures security of police/city facilities, equipment, and grounds; identifies safety hazards; maintains the custody of prisoners; transports information, equipment, and/or people; maintains various files and records; communicates information; conducts minor research and produces various reports; provides traffic or parking direction when required and issues citations as authorized.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code	ESSENTIAL FUNCTIONS
1 S	Operates the information/security/reception area in police facilities by manning the desk and keeping it secure, answering/screening telephone calls, taking messages, operates computer and various equipment (e.g. radio, fax, copier) fielding citizen inquiries and complaints, logging and tracking information as directed (e.g. security check sheets, prisoner information, work requests, etc.).
2 S	Supports police staff by researching information in local, state, and federal manual and computer files, collecting/extracting information, and producing reports as necessary.
3 S	Performs administrative duties inherent to police division assigned to include coordinating worker's compensation issues and submitted claims, typing reports, notifying officers of court dates and messages, sorting and transporting mail, ordering supplies, filing and processing forms and other paperwork, ordering supplies and handling citizen's complaints, maintaining work schedules and leave records, conducting minor audits of files/logs as directed, and providing information to police staff as requested.
4 L	Provides assistance to police staff by transporting or issuing supplies, transporting vehicles or people, running errands, running wanted checks through the computer system and making phone calls, taking messages, and generating reports as authorized or directed.
5 S	Handles property and evidence by reviewing voucher to ensure property/evidence is listed and packaging/markings is according to standard, places property/evidence in proper storage area, ensures security of property/evidence, logs property/evidence in and out as required annotating the proper logs and forms, prepares property/evidence for auction or destruction and ensures disposal or destruction as authorized.

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Physical Strength Code		ESSENTIAL FUNCTIONS
6	L	Provides security for police facilities and grounds by walking grounds and throughout the facility (inside/outside) to observe, report and resolve conditions that require correction (e.g. pose risk or threat to personnel, visitors, prisoners, equipment, plant or facility). Controls access to facilities and prisoners, physically or electronically monitors entrance to facilities and activities inside and outside facilities. Performs traffic/parking direction and works special events as assigned.

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**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	One year police or security experience preferred or three years consistent work experience in a job with varied responsibilities to include reading and writing reports, working alone or in concert with others supervised or unsupervised, communicating and interacting with the public, operating various types of office equipment. <b><u>Must successfully pass all entry level testing/assessments.</u></b>
Certifications and Other Requirements	Valid Driver's License. Ability to attain within one year VCIN Certification, NCIC Certification, ability to learn and use other police/city computer systems.
Reading	Work requires the ability to read criminal summary and analysis reports, incoming mail, general correspondences and memoranda.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write in a clear and understandable manner various reports and documents, customer or client messages, general correspondences and memoranda and make log entries.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Some supervision of other Operations Officers less senior may be required in absence of appropriate supervisor, some direction of police staff within area of responsibility and control of Operation Officers unless properly relieved of responsibility and control by higher authority.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization and citizens. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with citizens, customers, analysts, and sales representatives.

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**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing, customer service, opening/closing of reception area
Sitting	F	Computer, desk work, answering telephones, administration support
Walking	O	Inter-office, to/from various departments, deliveries, mail or memo distribution, security checks
Lifting	O	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Carrying	O	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Pushing/Pulling	O	File cabinet drawers
Reaching	F	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Handling	F	Reports, paperwork, files
Fine Dexterity	O	Computer keyboard, writing
Kneeling	O	When lifting boxes or water
Crouching	O	When lifting boxes or water
Crawling	N	
Bending	O	When lifting boxes or water
Twisting	N	
Climbing	R	Security checks
Balancing	R	Security checks
Vision	C	Computer, desk work, reading, writing, customer service, security checks, traffic direction
Hearing	C	Telephone, co-workers, supervisors, communication with various personnel, customers, security checks, traffic direction
Talking	C	Telephone, co-workers, supervisors, communication with various personnel, customers
Foot Controls	R	Driving/operating vehicles
Other (specify)	N	

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### **MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, telephone, Standard Windows and Office software, vehicles, radios, security cameras, intercoms, door card access system, alarm system, handcuffs, shackles, flashlights, local, state, and federal computer systems.

### **ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	M	Wetness/Humidity	M
Communicable Diseases	M	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

(1)

(2) Some duties are also performed in vehicles and outdoor work locations.

### **PROTECTIVE EQUIPMENT REQUIRED:**

Traffic Safety Vest, Safety Hat, Personal Protective Equipment (Respirator), Signal Device (handheld).

### **NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)